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Featured



[\(/guidance/how-to-complain-to-the-adjudicators-office-about-hmrc-or-the-voa\)](#)
Make a complaint about HMRC or the VOA

13 May 2021 — Guidance
[How to complain to the Adjudicator's Office about HMRC or the VOA](#)

When and how to complain to the Adjudicator's Office about HM Revenue and Customs (HMRC) or the Valuation Office Agency (VOA).



[\(/guidance/ask-the-adjudicators-office-to-review-a-windrush-compensation-scheme-decision\)](#)
Ask for a review of a Windrush Compensation Scheme decision

23 August 2021 — Guidance
[Ask the Adjudicator's Office to review a Windrush Compensation Scheme decision](#)

When and how to contact us about a decision made under the Home Office Windrush Compensation Scheme or complain about how the Home Office handled a compensation claim.



[\(/government/publications/business-plan-for-2021-2024\)](#)
Business Plan 2021-2024

15 September 2021 — Corporate report
[Business Plan for 2021 - 2024](#)

The Adjudicator, Helen Megarry is pleased to publish the Adjudicator's Office business plan which covers the period 1 September 2021 to 31 March 2024.



[\(/government/publications/the-adjudicators-office-annual-report-2023\)](#)
The Adjudicator's Office Annual Report 2023

22 June 2023 — Corporate report
[The Adjudicator's Office annual report 2023](#)

The Adjudicator, Helen Megarry is pleased to publish her 7th annual report which reflects on our performance during the period 1 April 2022 to 31 March 2023.

Latest from The Adjudicator's Office

[The Adjudicator's Office annual report 2023](#)

[\(/government/publications/the-adjudicators-office-annual-report-2023\)](#)

22 June 2023 Corporate report

[Contact the Adjudicator's Office \(/guidance/contact-the-adjudicators-office\)](#)

4 May 2023 Guidance

[Interim Adjudicator appointed \(/government/news/interim-adjudicator-appointed\)](#)

8 March 2023 News story

[See all latest documents \(/search/all?organisations\[\]=the-adjudicator-s-office&order=updated-newest&parent=the-adjudicator-s-office\)](#)

What we do

The Adjudicator's Office investigates complaints about HM Revenue and Customs (HMRC) and the Valuation Office Agency (VOA). We review Home Office decisions on entitlement to compensation, under the Windrush Compensation Scheme.

In addition we investigate complaints about how the Home Office handled a claim for compensation.

The Adjudicator's Office will consider if the organisation has applied its rules, standards, guidance and codes of practice fairly and consistently. Our decisions are based on the factual evidence of the complaint or review request.

The Adjudicator's Office works with [HM Revenue & Customs \(/government/organisations/hm-revenue-customs\)](#), the [Valuation Office Agency \(/government/organisations/valuation-office-agency\)](#), and the [Home Office \(/government/organisations/home-office\)](#).

[Read more about what we do \(/government/organisations/the-adjudicator-s-office/about\)](#)

Documents

Services

[Ask the Adjudicator's Office to investigate a complaint or review a decision \(/government/publications/ask-the-adjudicators-office-to-investigate-a-complaint-or-review-a-decision\)](#)

[Authorise someone to deal with the Adjudicator's Office for you \(/government/publications/authorise-someone-to-deal-with-the-adjudicators-office-for-you\)](#)

[See all services \(/search/services?organisations\[\]=the-adjudicator-s-office&parent=the-adjudicator-s-office\)](#)

Guidance and regulation

[How to complain to the Adjudicator's Office about HMRC or the VOA \(/guidance/how-to-complain-to-the-adjudicators-office-about-hmrc-or-the-voa\)](#)
13 May 2021 Guidance

[Contact the Adjudicator's Office \(/guidance/contact-the-adjudicators-office\)](#)
4 May 2023 Guidance

[See all guidance and regulation \(/search/guidance-and-regulation?organisations\[\]=the-adjudicator-s-office&parent=the-adjudicator-s-office\)](#)

News and communications

[Interim Adjudicator appointed](/government/news/interim-adjudicator-appointed)
(</government/news/interim-adjudicator-appointed>)
8 March 2023 News story

[See all news and communications](/search/news-and-communications?organisations[]=the-adjudicator-s-office&parent=the-adjudicator-s-office) ([/search/news-and-communications?organisations\[\]=the-adjudicator-s-office&parent=the-adjudicator-s-office](/search/news-and-communications?organisations[]=the-adjudicator-s-office&parent=the-adjudicator-s-office))

Transparency and freedom of information releases

[The Adjudicator's Office annual report 2023](/government/publications/the-adjudicators-office-annual-report-2023)
(</government/publications/the-adjudicators-office-annual-report-2023>)
22 June 2023 Corporate report

[The Adjudicator's Office annual report 2022](/government/publications/the-adjudicators-office-annual-report-2022)
(</government/publications/the-adjudicators-office-annual-report-2022>)
16 June 2022 Corporate report

[See all transparency and freedom of information releases](/search/transparency-and-freedom-of-information-releases?organisations[]=the-adjudicator-s-office&parent=the-adjudicator-s-office)
([/search/transparency-and-freedom-of-information-releases?organisations\[\]=the-adjudicator-s-office&parent=the-adjudicator-s-office](/search/transparency-and-freedom-of-information-releases?organisations[]=the-adjudicator-s-office&parent=the-adjudicator-s-office))

Our management



[Paul Douglas](/government/people/paul-douglas)
The Adjudicator

[Mandy Fields](/government/people/mandy-fields)
([mandy-fields](/government/people/mandy-fields))
Complaints
Investigation and Data
Lead

[Mike McMahon](/government/people/mike-mcmahon)
([ke-mcmahon](/government/people/mike-mcmahon))
Head of Office

[Sarah Doherty](/government/people/sarah-doherty)
([ah-doherty](/government/people/sarah-doherty))
Head of Insight,
Engagement and
Learning

[Claire Kirby](/government/people/claire-kirby)
([re-kirby](/government/people/claire-kirby))
Complaints
Investigation and
Corporate Lead

Contact The Adjudicator's Office

Contact the Adjudicator's Office

[Contact: Contact the Adjudicator's Office](https://www.gov.uk/guidance/contact-the-adjudicators-office)
(<https://www.gov.uk/guidance/contact-the-adjudicators-office>)

Select the link above to find out how to contact us.

Corporate information

[Accessible documents policy](/government/organisations/the-adjudicator-s-office/about/accessible-documents-policy)
(</government/organisations/the-adjudicator-s-office/about/accessible-documents-policy>)

Jobs and contracts

[Jobs](https://www.civilservicejobs.service.gov.uk/csr)
(<https://www.civilservicejobs.service.gov.uk/csr>)

Make an FOI request

- 1 Read about the Freedom of Information (FOI) Act and [how to make a request](https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act) (<https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>).
- 2 Check [our previous releases](/government/publications?departments[]=the-adjudicator-s-office&publication_type=foi-releases) ([/government/publications?departments\[\]=the-adjudicator-s-office&publication_type=foi-releases](/government/publications?departments[]=the-adjudicator-s-office&publication_type=foi-releases)) to see if we've already answered your question.
- 3 Make a new request by contacting us using the details below.

Make an FOI request

FOI Request
The Adjudicator's Office
PO Box 10280
Nottingham
NG2 9PF
United Kingdom

OGI

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